



**Supported JD Edwards Releases:**

- Product Lines: JD Edwards World, JD Edwards OneWorld/EnterpriseOne
- Applications: HCM, Financials, Distribution and Manufacturing
- Releases: ALL

**Rimini Street Advantages:**

- 50 percent savings in annual support fees
- Named, regional Primary Support Engineer
- 24/7/365 support with 30 minute or less response
- Tax, legal and regulatory update capabilities for nearly 200 countries
- Global coverage: multilingual resources and offices in North America, Europe, and Asia
- Application fixes
- Support for customizations, interoperability, and performance tuning
- No forced product or platform upgrades
- Freedom from forced vendor-supplied Electronic Software Updates (ESUs) and Cumulative updates that are bundled with dozens of fixes unrelated to your deployment

“Upon transitioning to Rimini Street we immediately felt that we were getting more value and better service.”

*Ron Higa, JALPAK International America*

Your JD Edwards applications are proven and reliable, requiring much less support than earlier generations of enterprise software. Many organizations are realizing that vendor-provided support and maintenance is no longer a good value for their mature applications. These organizations prefer to extend the life of their current, stable JD Edwards release, while reducing their total cost of maintenance by up to 90 percent.

**Discover New Value in Software Support**

Rimini Street Support for JD Edwards delivers significant annual cost savings, premium support capabilities, and the ability to avoid required costly product and platform upgrades. With a seasoned team of experts — our JD Edwards staff has an average of 17 years experience supporting JD Edwards software — Rimini Street supports JD Edwards clients across all industries including construction, manufacturing, and distribution.

**Enjoy Personalized, Ultra-Responsive Support**

As a Rimini Street client, you are assigned a named Primary Support Engineer (PSE) who will respond to every critical support request in 30 minutes or less (actual average response time is less than four minutes). Your PSE understands your account — so you don’t have to explain your environment and infrastructure each time you call. Your PSE works closely with our team of JD Edwards technical and functional experts, providing fixes and updates as needed. This ultra-responsive service level is available 24/7/365.

**Support for Customizations**

Some 95–99 percent of organizations running JD Edwards World and OneWorld/EnterpriseOne have customized their applications. Rimini Street will support all customizations in place in your Production Library at the time you begin receiving our support. Additionally, after you become a Rimini Street client, we will support new customizations you write, test, and implement into production.

**SHOULD YOU UPGRADE?**

While many JD Edwards licensees consider product upgrades, the reality is that new releases of JD Edwards are costly to deploy and often offer very little ROI. In fact, most clients have already licensed more functionality than they are using. Furthermore, upgrading inevitably means moving away from the stability of your current release into uncharted territory.

Many Rimini Street clients retain upgrade flexibility by taking possession of currently available releases before leaving vendor support.

If you can build a compelling business case for upgrading, Rimini Street can help. We support clients before, during, and after upgrades.

If you decide not to upgrade, Rimini Street enables you to remain on your current, stable JD Edwards release — without any required product or platform migrations — for ten years or more.

**Realize Significant Savings in Annual Support Costs**

When Oracle acquired JD Edwards in 2005, it offered “flatline” pricing on support to some clients that is now ending. Many JD Edwards clients are also being forced to move off concurrent licensing to more expensive licensing models before they can upgrade.

Rimini Street offers permanently lower prices: our clients save 50 percent on annual support costs compared to Oracle annual support. Rimini Street clients also enjoy a more responsive level of service, and maximize the return on their current system investment. Combining the 50 percent reduction in annual support costs, premium support services, and no forced upgrades, the cost savings from Rimini Street Support for JD Edwards can approach 90 percent of the total cost of continuing Oracle annual support.

**Statutory and Regulatory Requirements**

Ensuring your applications such as HR/Payroll are in compliance with statutory and regulatory requirements is vital to your business operations. Rimini Street’s dedicated tax, legal and regulatory practice provides global tax, legal and regulatory update capability for nearly 200 countries. We have defined and built the most comprehensive, thorough, and rigorous process for sourcing and delivering tax, legal and regulatory services to JD Edwards clients. Our service can:

- Streamline your update process for new tax regulations, localizations, and statutory requirements
- Provide multiple levels of data validation
- Support statutory requirements for Tier 1, Tier 2 and Tier 3 countries
- Help keep you in compliance with Sarbanes-Oxley, as well as ISO and FDA standards and certifications
- Significantly lower the cost of managing your tax, legal and regulatory updates because all updates are tailored to your specific deployments

**Satisfied JD Edwards Clients of All Sizes and Industries**

Rimini Street’s JD Edwards clients include:

- |                              |                                   |                           |
|------------------------------|-----------------------------------|---------------------------|
| • BJ Services Company        | • Hartmann                        | • Laticrete International |
| • CertainTeed                | • Hoover Materials Handling Group | • Liz Claiborne           |
| • Corporacion Uniland        | • JALPAK International America    | • Master Halco            |
| • Douglas County (Wisconsin) | • John Brooks Company             | • Reflexite Corporation   |
| • Faps, Inc.                 | • Jones Lang LaSalle              | • Ryland Group            |
| • Fintube Technologies       |                                   | • Skyjack, Inc.           |
|                              |                                   | • ThyssenKrupp            |

“Since transitioning to Rimini Street we are finally experiencing the performance improvements we had hoped for. Our dedicated PSE’s product skills and knowledge of our IT environment is proving to be the difference.”

*Nancy Johnson*  
JDE System Administrator  
Reflexite Corporation

**Rimini Street**  
Redefining Enterprise Software Support™

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